~~Appendix B:~~Appendix B: Glossary of Acronyms and Terms

Symbols used in calculations

Σ A mathematical symbol representing the sum of a series of values following the symbol.

− A mathematical operator representing subtraction.

+ A mathematical operator representing addition.

÷ A mathematical operator representing division.

( ) Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

A

ACD
Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

Aggregate
Sum total of all items in like category. e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

ALEC
Alternative Local Exchange Company = FL CLEC

ADSL
Asymmetrical Digital Subscriber Line

ASR
Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.

ATLAS
Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

ATLASTN
ATLAS software contract for Telephone Number.

Auto Clarification
The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.

B

BFR:
Bona Fide Request

BILLING
The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

BOCRIS

Business Office Customer Record Information System (Front-end to the CRIS database.)

BRI
Basic Rate ISDN

BRC
Business Repair Center – The BellSouth Business Systems trouble receipt center which serves business and CLEC customers.

BellSouth
BellSouth Telecommunications, Inc.

C

CABS
Carrier Access Billing System

CCC
Coordinated Customer Conversions

CCP
Change Control Process

Centrex
A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CKTID
A unique identifier for elements combined in a service configuration

CLEC
Competitive Local Exchange Carrier

CLP
Competitive Local Provider = NC CLEC

CM
Change Management

CMDS
Centralized Message Distribution System - Telcordia administered national system used to transfer specially formatted messages among companies.

COFFI
Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI is a part of DOE/ SONGS. It indicates all services available to a customer.

COG
Corporate Gateway - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

CRIS
Customer Record Information System - The BellSouth proprietary corporate database and billing system for non- access customers and services.

CRSACCTS
CRIS software contract for CSR information

CRSG
Complex Resale Support Group

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Georgia Performance Metrics

Glossary of Acronyms and Terms

C-SOTS
CLEC Service Order Tracking System

CSR
Customer Service Record

CTTG
Common Transport Trunk Group - Final trunk groups between BellSouth & Independent end offices and the BellSouth access tandems.

D

DA
Directory Assistance

DESIGN
Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities.

DISPOSITION & CAUSE
Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.

DLETH
Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS.

DLR
Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.

DS-0
The worldwide standard speed for one digital voice signal (64000 bps).

DS-1
24 DS-0s (1.544Mb/sec., i.e. carrier systems)

DOE
Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.

DOM
Delivery Order Manager - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

DSAP
DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSAPDDI
DSAP software contract for schedule information.

DSL
Digital Subscriber Line

DUI
Database Update Information

E

E911
Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.

EDI
Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

ESSX
BellSouth Centrex Service

F

Fatal Reject
LSRs electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated.

Flow-Through
In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

FOC
Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

FX
Foreign Exchange

G H

HAL
"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.

HAL CRIS
HAL software contract for CSR information

HDSL
High Density Subscriber Loop/Line

I

ILEC
Incumbent Local Exchange Company

INP
Interim Number Portability

ISDN
Integrated Services Digital Network

IPC
Interconnection Purchasing Center

J K L

LAN
Local Area Network

LAUTO
The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

LCSC
Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.

Legacy System
Term used to refer to BellSouth Operations Support Systems (see OSS)

LENS
Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.

LEO
Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.

LERG
Local Exchange Routing Guide

LESOG
Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.

LFACS
Loop Facilities Assessment and Control System

LIDB
Line Information Database

LISC
Local Interconnection Service Center - The center that issues trunk orders.

LMOS
Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

LMOS HOST
LMOS host computer

LMOSupd
LMOS updates

LMU
Loop Make-up

LMUS
Loop Make-up Service Inquiry

LNP
Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.

LOOPS
Transmission paths from the central office to the customer premises.

LRN
Location Routing Number

LSR
Local Service Request – A request for local resale service or unbundled network elements from a CLEC.

M

Maintenance & Repair
The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.

MARCH
BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

N

NBR
New Business Request

NC
"No Circuits" All circuits busy announcement.

NIW
Network Information Warehouse

NMLI
Native Mode LAN Interconnection

NPA
Numbering Plan Area

NXX
The "exchange" portion of a telephone number.

O

OASIS
Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.

OASISBSN
OASIS software contract for feature/service

OASISCAR
OASIS software contract for feature/service

OASISLPC
OASIS software contract for feature/service

OASISMTN
OASIS software contract for feature/service

OASISNET

OASIS software contract for feature/service

OASISOCP
OASIS software contract for feature/service

ORDERING
The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.

OSPCM
Outside Plant Contract Management System - Provides Scheduling Information.

OSS
Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.

OUT OF SERVICE
Customer has no dial tone and cannot call out.

P

PMAP
Performance Measurement Analysis Platform

PMQAP
Performance Measurement Quality Assurance Plan

PON
Purchase Order Number

POTS
Plain Old Telephone Service

PREDICTOR
The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities

Preordering
The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

PRI
Primary Rate ISDN

Provisioning
The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.

PSIMS
Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.

PSIMSORB
PSIMS software contract for feature/service.

Q R

RNS
Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.

ROS
Regional Ordering System

RRC
Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.

RSAG
Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.

RSAGADDR
RSAG software contract for address search.

RSAGTN
RSAG software contract for telephone number search.

S

SAC
Service Advocacy Center

SEEM
Self Effectuating Enforcement Mechanism

SOCS
Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.

SOG
Service Order Generator - Telcordia product designed to generate a service order for xDSL.

SOIR
Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911

SONGS
Service Order Negotiation and Generation System.

T

TAFI
Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG
Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to- machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

TN
Telephone Number

Total Manual Fallout
The number of LSRs which are entered electronically but require manual entering into a service order generator.

U

UNE
Unbundled Network Element

UCL
Unbundled Copper Link

USOC
Universal Service Order Code

V W

WATS
Wide Area Telephone Service

WFA
Work Force Administration

WMC
Work Management Center

WTN
Working Telephone Number.

X Y Z

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~~Appendix C:~~Appendix C: BellSouth Audit Policy

BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) each of the next five (5) years (2001-2005) to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1.   The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs.
2.   The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the
       CLEC(s).
3.   BellSouth, the PSC and the CLEC(s) shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

MEMORANDUM

TO: **ALL COMMISSIONERS**
Tom Bond

FROM: **LEON BOWLES**

DATE: **8/06/2002**

IN RE: **Docket 7892-U: Performance Measurements for Telecommunications Interconnection, Unbundling and Resale (6-month Review Process)**

Attached is a copy of the Recommendation for Performance Measurements, which include a redlined version of the proposed changes.

If there are any questions, please do not hesitate to contact me.

STAFF RECOMMENDATION DOCKET 7892-U
6-MONTH REVIEW PROCESS

1. ## LATE AND INCOMPLETE/REVISED REPORTS

   a. BellSouth shall provide this Commission with a detailed listing of each late and incomplete/revised SQM and SEEM report, which includes the legal date and the actual posted date retroactive to March 2001.

   b. Provide the Commission with the penalty that should have been paid based on Commission order below, including interest (2 weeks after effective date of Order):

1-7days	$5,000
8-15 days	$10,000
16-30 days	$40,000
31 + days	$5,000/day

   c. On a going forward basis, BellSouth shall post on the PMAP website each instance of late and incomplete/revised SQM and SEEM reports.
   d. On a going forward basis, BellSouth shall file actual and monthly reports for late and incomplete/revised SQM and SEEM reports.

2. ## PMAP WEBSITE POSTINGS

   a. BellSouth shall post and file Remedy definitions and statistical calculations for SQM and SEEM payments approved by this Commission in docket 7892-U.
   b. Post fee and escalating fee schedules.
   c. Post Tier 3 Results.

3. ## SEEM REPORTS

   BellSouth shall file monthly reports of all SEEM payments including a detailed accounting of the particular measure or sub-measure for which the penalty is being paid. Additionally, any updates or revisions to previous months shall be accompanied by a detailed explanation.

4. ## PERFORMANCE MEASURES

   a. ### O-3 Percent Flow-through Service Request (Summary)
   - Penalties shall be set at $1,000/month.
   - Penalty shall be paid each month BellSouth misses the measure.

b. **O-4 Percent Flow-through Service Request (Detailed)**

-    Staff proposes to increase the fines as follows:

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Flow-through	$900	$1300	$1600	$2000	$2300	$2700

c. **P-4 Average Completion Interval**

-    For SQM and SEEM disaggregations add UNE EELS/Non-switched.
-    Analog/Benchmark: 30% within 5 days and 70% within 8 days.
-    Add measure to Tier 1 and Tier 2 SEEM Plans.

d. **P-11 Service Order Accuracy**

-    BellSouth shall continue using the sampling method for partially mechanized and manual orders until the mechanized method for partially mechanized orders has been implemented.
-    BellSouth shall continue to use the sampling method for manual orders.
-    To the extent sampling is used, Tier 2 penalties shall be paid using the terms of the existing SEEM plan approved by this Commission in Docket 7892-U.
-    Tier 1 and Tier 2 penalties shall be in effect for the mechanized process.
-    **BST shall pay $100,000 to the Georgia Treasury for changing this SQM without prior Commission approval.**

e. **P-13 LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distributions**

- BellSouth shall continue to report the following SQMs:
  a. P-13B Percentage of the time BellSouth applies the 10-digit trigger prior to the LNP order due date.
  b. P-13C – Percent Out of Service < 60 minutes.
  c. P-13 D – LNP –Average Disconnect Timeliness Interval Distribution (Non-Trigger)

- P-13 B, C and D shall be included in Tier 1 and Tier 2 SEEM plans.
- BellSouth shall pay Tier 1 and Tier 2 Penalties retroactive to June 2001 for P-13B, P-13C and P-13D.

f. **Change Management**

- BellSouth shall report the measure: **'Number of Defects In a Production Release (Type 6)**" as approved by the Florida Public Service Commission.
- BellSouth shall report the measure: **"Percent of Change Requests Implemented within 60 weeks of Prioritization**" as approved by the Florida Public Service Commission.

g. **Performance Measures Document**

- Attached is the redlined version of the BellSouth Service Quality Measurement Plan, which include Staff recommendations.
- **Interested Parties may file comments by 4:00p.m. on August 13, 2002.**

h. **Review Process**

- Staff recommends the revised SQMs become effective 1-month after the date of the Commission Order.
- Staff will review the data the next 6-months and will recommend to the Commission a procedure for the next review process.